

# WORLD'S FIRST VEGAN PREPAID CARD



# FAQ

[WWW.VEGANNECTION.COM](http://WWW.VEGANNECTION.COM)

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## 1. GENERAL

### **What is Vegannnection?**

Vegannnection is world's first 100% vegan loyalty cashback card, that allows you to save your money, save the animals and save the planet.

### **Why Vegannnection?**

To make vegan shopping experience better and more economic, to bring veganism a bit closer to those who are not yet vegan, to further connect vegans, to support 100% vegan businesses and, to make a small difference towards saving the planet.

### **What makes Vegannnection card eco-friendly?**

The fact that it is virtual means it does not involve the production, shipping and delivery of plastic cards all the while being 100% vegan.

### **What makes Vegannnection card 100% vegan?**

Considering how Vegannnection card can only be used in our partners who are 100% vegan, together with the fact that our clients don't have an option to withdraw cash nor via ATMs nor via any other way, there is no doubt that Vegannnection card is 100% vegan.

### **Does Vegannnection help the animals in a direct way?**

Vegannnection has its own charity program which means that clients are not only using Vegannnection for their own benefits and to support veganism but by using it, they are also contributing to the greater cause of helping those who need help the most.

## 2. ABOUT OUR PARTNERS

### **Where are Vegannexion partners?**

Vegannexion started with UK partners, more precisely from London. However, we are already working on bringing Vegannexion to other countries, both in Europe and other continents.

### **Can we, the customers, suggest partners to Vegannexion?**

Of course! Every suggestion is welcome. The only condition is that the establishment is 100% vegan and, for now, a physical one (not online).

### **Can Vegannexion partner be an online store?**

For now, unfortunately not, but soon yes.

### **Is there any point in signing up if there are no Vegannexion partners in my city?**

Absolutely! Especially if you travel to a city where Vegannexion has partners, and even if you don't, you will motivate us to partner up with 100% vegan establishments in your city as soon as possible.

### **What about the cities where there are no 100% vegan establishments?**

It is hard for us to imagine a single city in the world without a fruit store, a florist, etc.

### 3. GETTING THE CARD

#### **How much does it cost me to use the Vegannection card?**

The Vegannection card is 100% free. There are no set up fees, no monthly fees, no money transfer fees, no transaction fees and no renewal nor any other fees.

#### **Do I have to be vegan to have the Vegannection card?**

No you don't. But you can use it to buy only vegan products.

#### **How can I get my Vegannection card?**

You just need to sign up on our website and you will have your Vegannection card that you will be able to access at any moment in your User area.

#### **Can I get my Vegannection card regardless of where I live?**

You can get the card everywhere in the world, but it will be possible to use it only where Vegannection partners are.

#### **What are the conditions for using Vegannection card?**

You just have to have a mobile telephone number and be a legally competent adult. No proof of income is needed, there is no credit check, nor it is required to have a bank account.

#### **Can a cardholder be an association?**

Of course! An association can obtain extra monthly income if their followers vegannect with them. That way, the association will get 0,5% of all of their purchases.

## **4. LOADING THE CARD**

### **Where can I load my Vegannection card?**

At any of Vegannection partners.

### **How can I load my Vegannection card?**

By giving your mobile phone number and the money to the cashier.

### **After I load the card, how long before the money is available in my balance?**

Instantly.

### **Where can I check my card balance?**

In your User area, on any device with access to internet.

### **Can I load my Vegannection card in one partner and pay with it in another one?**

Yes, in all of them. Wherever they are.

### **Can someone else load my card?**

Yes, they only need your mobile phone number.

### **Do I have to have my mobile phone on me to load the Vegannection card?**

No.

### **Can I get my money back at any moment?**

Yes, in case you no longer want to be a Vegannection user, we will transfer the money you loaded your card with to the bank account you give us. The rewards you gained cannot be withdrawn, only spent in our partners.

## 5. MAKING PAYMENTS

### **Where can I pay with Vegannection card?**

In all Vegannection partners.

### **How do I pay with Vegannection card?**

You just need to give your telephone number and then read or show to the cashier the confirmation code that you will receive by SMS.

### **Do I need to have my mobile phone on me to pay with Vegannection card?**

Yes, because to make the payment, you will have to tell the cashier the code you will receive via SMS.

### **Do I need to have internet access on my mobile phone in order to use my Vegannection card?**

No. You need the internet to check your card balance but not to use it.

## 6. CREDIT TRANSFER

### **Can I transfer the credits from my Vegannection card to another Vegannection card?**

Yes you can. You can access this feature in your User area.

### **How much does it cost to transfer credits between Vegannection cards?**

It is free.

### **How long does it take to make the transfer?**

It is instantaneous.

## 7. REWARDS

### **What are the benefits Vegannexion gives its clients?**

Other than knowing that their purchases are not supporting, in any way, non vegan products and services, Vegannexion clients have a 2% cashback reward on ALL of their purchases made with Vegannexion card and 0,5% of ALL purchases made by the people they vegannected.

### **What does it mean to vegannect someone?**

It's when you recommend Vegannexion to someone and that person signs up using your referral link or, when someone during the Sign up process enters your email as the email of the person who recommended Vegannexion.

### **Does having a Vegannexion card mean that I have to vegannect someone?**

No, but all your vegannected friends bring you benefits. Every time they buy something with their Vegannexion cards, you get 0,5% of those purchases directly into your reward bar with no cost for your vegannected friends.

### **What if I want a Vegannexion card but nobody has recommended it to me?**

Vegannecting to someone is not a condition for having a Vegannexion card, it is just an option you may or may not use.

### **What if I want to change the person I am vegannected to, or add one if I didn't have it before.**

A person you are vegannected to can always be changed. Perhaps, when signing up, you did not have the email of the person who recommended Vegannexion to you, or you simply



want to change the person you are vegannected to for some other reason. There are no restrictions.

**Is using Cashback rewards conditioned in any way?**

There are no spending requirements. No matter where our clients do their shopping and no matter what items they buy or how much money they spend, as long as they do it in our partners, they get their 2% cashback and as soon as they accumulate 5£ in cashback rewards, they can spend them in whatever partner they want, buying whatever they want, whenever they want.

**When will my rewards be available in my card balance?**

As soon as you get 5£ in cashback rewards, it will appear automatically in your card balance.

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